State of California
9-1-1 OPERATIONS MANUAL

CHAPTER VI - COMPLIANCE REVIEW

Introduction

Section 53115e of the California Government Code states, "The Telecommunications Division shall monitor all emergency telephone systems to ensure they comply with minimal operational and technical standards as established by the Division".

The 9-1-1 Program Compliance Review Process

- Ensure compliance to the mandatory operational and technical standards outlined in *Chapter I.*

- Conducts a fiscal review of 9-1-1 premise equipment and reimbursement funding.

Operational and Technical Standards Review

Each PSAP is notified prior to the system review, which occurs at least once every two years. A 9-1-1 Program Analyst observes PSAP operations and conducts interviews with managers and staff. After determining if agencies meet the mandatory standards, the 9-1-1 Program Analyst identifies non mandatory features that have been incorporated at each PSAP.

Equipment needs may also be revealed at this time. At the end of the review, the 9-1-1 Program Analyst sends a Compliance Review Report to the PSAP, indicating whether or not compliance requirements have been met and outlines any follow-up actions required.

There may also be unscheduled reviews to evaluate PSAP operations.

Fiscal Review

This process reviews the accuracy of the billing, the PSAP equipment needs and incremental funding. The review ensures that equipment, installed and billed, agrees with what has been approved by the
9-1-1 Program. The 9-1-1 Program Analyst reviews approved telephone costs as they appear on 9-1-1 Program customer premise equipment of vendor and network service provider records.